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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay

Assignee: Siebel Systems, Inc.

Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing

Serial No.: 09/823,770

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Group Art Unit: 2681

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COMMISSIONER FOR PATENTS
Washington, D. C. 20231

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INFORMATION DISCLOSURE STATEMENT
37 CFR § 1.97(b)

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on August 27, 2002.

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8/27/02
Date of Signature

Respectfully submitted,

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